Coordinated Entry for All Operations Manual
V4

King County

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Overview

The purpose of Coordinated Entry for All (CEA) is to ensure that all people experiencing homelessness have fair and equal access to housing, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status The system aims to work with households to understand their strengths and needs, provide a common assessment, and connect them with housing and homeless assistance. Through the use of standardized tools and practices, CEA aims to incorporate the principles of a system-wide housing first approach and prioritize those with the highest service needs.

Coordinated Entry for All is designed to:

❖ Allow anyone who needs assistance for a housing crisis to know where to go to get that assistance and to be assessed in a standard and consistent way;

❖ Ensure that households who are experiencing homelessness gain access as efficiently and effectively as possible to available community interventions;

❖ Prioritize households for limited housing resources based on need and vulnerability;

❖ Provide clarity, transparency, consistency, and accountability throughout the assessment and referral process for households experiencing homelessness, community partners, and homeless and housing service providers; and

❖ Facilitate exits from homelessness to stable housing in the most rapid manner possible.

To achieve these objectives, Coordinated Entry for All includes:

❖ A **standard assessment process** to be used for all households who are seeking assistance, and procedures for determining the appropriate next level of assistance;

❖ Establishment of **uniform guidelines** among homeless housing programs (emergency shelter for families, transitional housing, rapid rehousing, and permanent supportive housing) regarding eligibility for services, screening criteria, prioritized populations, expected outcomes, and targets for length of stay;

❖ Consistent **referral policies and procedures** from CEA to housing programs and other resources;

❖ The **Operations Manual** contained herein and detailing the operations of Coordinated Entry for All.

King County has been implementing coordinated entry programs for families since 2012, young adults since 2013, and veterans since 2015. In June, 2016 King County DCHS became the *Coordinating Entity* for CEA. Transitioning to CEA is an opportunity to take lessons learned from those systems while implementing a more accessible and equitable system for all households who are experiencing homelessness. There are many lessons learned by those who have participated in coordinated entry in King County, and input and guidance from community stakeholders in designing and implementing CEA has been crucial. Moving forward, circumstances that necessitate change will present themselves, and

adjustments to processes described in this manual will be made. Evaluation of quarterly data by stakeholders will provide ongoing opportunities for feedback, supporting continued improvement of CEA.

Requirements of a Coordinated Entry Process

Since the CoC Program interim rule was published in 2012, HUD has learned a great deal about what makes a coordinated entry process most effective and has determined that additional requirements are necessary. Those requirements are outlined in the January 23rd, 2017 **Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System.**

 In alignment with these requirements and continued HUD guidance, the Seattle / King County Continuum of Care has implemented a coordinated entry system for all households who are experiencing homelessness. CEA*,* as described in this manual, is designed to meet the Federal and State requirements of a *Centralized or Coordinated Assessment System* which, at a minimum, must adopt the following minimum requirements.

1. Cover the entire geographic area claimed by the CoC;

2. Be easily accessed by individuals and families seeking housing or services;

3. Be well-advertised;

4. Include a comprehensive and standardized assessment tool;

5. Provide an initial, comprehensive assessment of individuals and families for housing and services; and,

6. Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

Participation Requirements

The Departments of Housing and Urban Development (HUD) and Veteran's Affairs (VA) have recently established guidance that instructs all CoC projects to participate in their CoC's coordinated assessment system. Any project that receives HUD funding (CoC Program, Emergency Solutions Grant, and Housing Opportunities for People with AIDS) or VA funding (Supportive Services for Veteran Families, Grant and Per Diem, Veterans Affairs Supportive Housing) must comply with the participation requirements as established by the corresponding CoC jurisdiction. Similarly, the Washington State Department of Commerce mandates that Consolidated Homeless Grant (CHG) grantees must maintain a coordinated assessment system where households experiencing homelessness are assessed and referred to the services that will help them obtain and maintain housing stability. Finally, local funders have also required the use of CEA.

In, summary the following funding sources require the use of CEA:

Continuum of Care	Emergency Solution Grant	Supportive Services for Veteran Families
Grant and Per Diem	Veterans Affairs Supportive Housing	Consolidated Homeless Grant
King County Operating Rental Supports	United Way King County	City of Seattle General Funds

Seattle / King County Continuum of Care has developed a coordinated entry system with the following expectations:

- CoC projects must publish written standards for client eligibility and screening,
- CoC projects must communicate project vacancies, including bed/unit-specific information to the Coordinating Entity,
- Households experiencing a housing crisis must access CoC services and housing using CEA-defined access points,
- CoC projects must enroll only those clients referred according to the CoC's designated referral process, and
- CoC projects must commit to participate in the CoC's Coordinated Assessment planning and management activities as established by CoC leadership.

Participating Programs

Participating Programs includes all Regional Access Points,, agencies participating as Housing Assessors and/or Housing Navigators, as well as housing and homeless programs required to participate in CEA due to funding and/or contract requirements.

See Appendix A. List of Participating Agencies

The Coordinating Entity will review and update this list periodically and reserves the right to add or remove agencies.

*Homeless Management Information System (*HMIS)

The Homeless Management Information System (HMIS) is a database used to record and track client-level information on the characteristics and service needs of homeless persons. HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.
The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state, and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Personal information is not entered in HMIS for people who are 1) receiving services from domestic violence agencies; 2) fleeing or in danger from domestic violence, dating violence,

sexual assault or stalking situation; or 3) have revealed information about being HIV positive or having AIDS.

Bitfocus, Inc. is the HMIS vendor for King County, and uses Clarity Human Services software. Clarity has a Coordinated Entry function, which is used for CEA, and the HMIS Release of Information is inclusive of CEA, and affiliated processes. Bitfocus' responsibilities include data quality and technical support.
The policies and procedures concerning the protection of all data collected for CEA is outlined in the King County HMIS Standard Operating Procedures and HMIS End User Manual.

These documents and additional information can be found on the HMIS website
http://kingcounty.hmis.cc

Disclaimer

CEA is designed to coordinate and prioritize access to housing and homeless programs for households experiencing homelessness. There is no guarantee that the household will meet final eligibility requirements, be referred to a housing resource, or receive a referral to a particular housing option, nor does it ensure availability of resources for all eligible households.

Key Components

<u>Eligibility</u>

CEA provides access to housing for all people experiencing homelessness in King County. As determined by the CoC Coordinating Board, eligibility for a referral to homeless housing is based on the following criteria.

- Literally homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter
- Fleeing/attempting to flee domestic violence (the individual or family must be fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member; have no other residence; and lack the resources or support networks to obtain other permanent housing)
- Staying in or exiting an institution where you resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution
- Staying in transitional housing and were literally homeless immediately prior to entering transitional housing
- Young adults who are imminently at risk of homelessness within 14 days are also eligible for CEA.

Assuring *the contractual eligibility for housing is* the responsibility of *the service agency and/or housing provider, in accordance with the programs funding sources.*

<u>Progressive Engagement</u>

CEA is part of a progressive engagement approach in King County. This process includes prevention, diversion, and housing assessment/referral. The system prioritizes client choice and provides continual opportunity during the process for a household experiencing homelessness to engage in diversion resources. For example, if an eligible household can be referred to diversion resources for crisis resolution, then they will be referred to such a resource, rather than a housing intervention. Also, if a household denies a housing referral, they will again be offered the opportunity to receive diversion resources, rather than wait for another housing referral. A household will only receive a referral to a program or resource that they have agreed to.

<u>Connecting to CEA</u>

Regional Access Points

Regional Access Points (RAPs) are located in five sites across King County. RAPs work with households to solve an episode of homelessness, and when absolutely necessary complete the CEA Housing Triage Tool.

 RAPs are accessible by public transportation and are located in an environment where additional community resources can be accessed as needed. In addition, the RAPs are accessible to individuals with disabilities, including accessing physical locations for individuals who use wheelchairs. The best way for a

person to complete a Housing Triage Tool is to meet with a *Housing Assessor* at the nearest RAP. Assessment hours for Regional Access Points vary, and both walk-ins and scheduled appointments are available. Detailed information is available on the CEA website (www.kingcounty.gov/cea), and by calling 211.

RAPs are responsible for the entirety of the geographic region they are located in. A detailed RAP catchment map is available on the CEA website Coordinated Entry for All - King County

Young adults, single adults, and veterans can also access assessments through one of the population-specific locations listed on the CEA website. Information about these sites is also available by calling 211.

Mobile Assessments and Outreach

In the event that households are unable to access a Regional Access Point to meet with a Housing Assessor, the Regional Access Point is responsible for deploying staff to meet with households in the community.

Regional Access Points are responsible for outreach within their region to engage households experiencing homelessness who may not be accessing services. Individuals, households, advocates, and other stakeholders should contact their local Regional Access Point directly for more information.

Additional community partners, including schools, jail, detention, libraries, community centers, and hospitals, are aware of the CEA process and can refer households to a Regional Access Point.

Language Support

CEA provides services in the language preferred by the household when completing an assessment and making a housing referral. If staff are unable to provide in-person interpretation, access to interpretation services is also available through a phone service. In addition, households needing hearing and speech disability are supported through 711 for Telecommunications Relay Service.

By having both RAPs and community based assessors, the Seattle / King County COC supports all people that are eligible for CEA to have fair and equal access to the coordinated entry system. This includes:

- sub populations like people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence; and
- households that have perceived barriers to housing or services, including but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

Prioritization

All Home's Coordinating Board has prioritized access to homeless housing resources based on vulnerability (a household's level of service need) to ensure that people who need assistance the most can receive it in a timely and consistent manner.

Housing prioritization is implemented using a 'Banding Order', meaning the households' Housing Triage Tool scores are associated with a band of housing resources ("High", "Medium", or "Low"). Households are prioritized for housing referrals based on their Housing Triage Tool score within their corresponding band. If multiple resources identified for households in the band are available they are given options within their choices in the band.

CEA is responsible for making referrals to housing based on the CoCs decisions on how to prioritize housing resources.

Data collected from the assessment process is not used to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex age, familial status, disability, actual or perceived sexual orientation, gender identify or marital status.

In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).

See Prioritization policy for more details.

Housing Triage Tool

All Homes Coordinating Board has selected the Vi-SPDAT as the assessment tool to determine a household's vulnerability, and therefore priority for housing. The VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool), developed by OrgCode Consulting, is an assessment tool that aims to identify a household's level of service need. Population-specific versions of the VI-SPDAT, which include additional questions that support eligibility for local programs, are used in King County's adoption of this tool.

Transition-Aged Youth TAY-VI-SPDAT	Family F-VI-SPDAT	Individual VI-SPDAT
-Use for a single young adult, 17.5-24 -Score transfers for single adult resources	-Use for a pregnant or parenting individual/ family (including YA and veteran families)	-Use for a single adult/ veteran

Housing Assessors

Housing Assessors are staff based at Regional Access Points, and includes staff who may be part of a mobile assessment or outreach team. In order to help ensure access for households who face physical or other barriers to accessing Regional Access Points or those who are disconnected from services, additional Housing Assessors are designated outside of Regional Access Points to administer assessments.[1]

Households can access the housing assessment at community-based locations, in addition to the Regional Access Points. Locations will be announced on the CEA website. The level of need for administering assessments will be periodically evaluated.

Responsibilities - All Housing Assessors complete a HMIS intake and the Housing Triage Tool with eligible households. Housing Assessors' responsibilities include, but are not limited to the following:

- Operating as the initial contact for CEA and communicating eligibility criteria,

- Exploring resources other than homeless housing programs, such as diversion or employment/education,

- Administering the Housing Triage Tool and documenting the household's responses into the database,

- Communicating the types of resources the household may be referred to,

- Notifying households about other services/resources/programs they may be eligible for outside of CEA, including housing through BHRD, Section 8, emergency housing, and other community-based resources (employment services, behavioral health supports, domestic violence services, etc.), and

- Responding to requests by the Coordinating Entity.

Training Requirements- Housing Assessors are trained by the Coordinating Entity or by certified trainers; the training includes the Bitfocus/Clarity General Webinar, VI-SPDAT Training, diversion, language access, how to conduct a trauma-informed assessments, safety planning, and cultural sensitivity training, including Veteran and domestic violence. The CEA training plan can be found in the Assessor Manual.

Assessor Manual - The CEA Housing Assessor Manual has more details on: the roles and responsibilities, the assessment tool, process to conducting assessments, training, Release of Information, and HMIS data input requirements.

The Assessor Training Manual can be found on the CEA website.

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[1] Community-Based Agencies with trained assessors include YA Providers offering front-line case management and diversion resources, Emergency Shelters, Mobile Medical Van, Veteran Navigators and Veteran-serving agencies, Outreach teams, and agencies providing culturally tailored services.

Housing Navigators

Housing Navigators are staff based at RAPs who work with eligible households to prepare for a housing referral once they have completed an assessment in order to expedite the occupancy process once a referral has been made. A Housing Navigator may work with an eligible household from housing assessment through the referral and occupancy process, depending on the household's desire for that support. The Housing Navigator role may alternatively be filled by an outreach worker or case manager. Housing Navigators' responsibilities include, but are not limited to the following:

> • Assisting client in obtaining necessary documentation required for housing,
>
> • Collecting necessary documentation, securing additional financial assistance if needed, providing transportation, accompanying to potential housing options, etc.,
>
> • Assisting clients in navigating any challenges related to the housing process (application and/or inspection process, etc.), and
>
> • Responding to requests by the Coordinating Entity.

By Name Lists – Navigation Calls

The purpose of the By Name List - Navigation Calls is to partner with agency staff that have direct daily contact with people experiencing homelessness. On the weekly calls high-priority individuals are matched to Housing Navigators. As outlined above, the Housing Navigators will facilitate meetings between the individual and assigned housing agency and help collect any documentation needed for a housing placement. Prior to and throughout the housing assignment process, the navigator may also do regular outreach to an individual in an effort to build rapport with him or her.

This supports our shared goal of having an efficient and effective system in place to quickly fill vacant units and get people experiencing homelessness into housing.

Referrals

Referrals will be made by the Coordinating Entity based on standardized eligibility criteria from the Continuum of Care and contract requirements. For example, programs that serve only male-identified single adults will only receive referrals for male-identified single adults. CEA will follow eligibility and screening criteria based on agreed upon requirements with the agency and funder(s). Agencies participating in CEA must submit all of their eligibility criteria to the Coordinating Entity. If the Coordinating Entity has a concern that a program's requirements may be contributing to "screening out" or excluding households from services, they may request to meet with the provider to discuss their criteria.

For instructions on how to update a programs eligibility criteria see the Program Inventory Maintenance Policy

Households connect with CEA through Regional Access Points or Communtiy Based Housing Assessors	**Housing Assessors determine if there is any opporuntiy to end the epiosde of homeelssness through prevention or diverison resources.**	**Housing Assessors complete the Housing Triage Tool (VI-SPDAT) in HMIS for eligible households.**	**Housing Assessors discuss the intervention identified in HMIS and places the household on the CEA Community Queue**	**Housing Assessors connect the household with emergency shelter and other services.**	**When the household is prioritized in the CEA Communtiy Queue they are connected to a Housing Navigator and referred to housing.**

Step 1: Connecting to Coordinated Entry for All - To ensure accessibility for eligible households, CEA provides services from Regional Access Points located throughout King County. Eligible households can initiate an appointment in person through any of the designated Regional Access Points or by calling 211. Households can also complete an assessment through community based Housing Assessors.

Step 2: Diversion First - *Housing Assessors* at RAPs have access to flexible financial assistance and an array of other services and mainstream resources to assist in resolving the immediate needs of a household and potentially end an episode of homelessness such as diversion opportunities, employment, education, transportation, public benefits, and legal services, among other resources.

Step 3: Housing Assessment - *Housing Assessors* are available to administer the Housing Triage Tool with eligible households. The tool is completed and tracked using HMIS.

Step 4: Refer to the CEA Community Queue – Once the household has completed the Housing Triage Tool, the Housing Assessor discusses the intervention identified in HMIS and as appropriate places the household on the CEA Community Queue.

Step 5: Offer Crisis Intervention Services – At the time of assessment, *Housing Assessors* will connect households with emergency shelter or other crisis response services as appropriate and as available.

Step 6: Housing Referral – Households are referred based on the prioritization policy adopted by the Seattle / King County CoC. Information gathered from the Housing Triage Tool is used to create a vulnerability score which is contributes to prioritization for available resources. Households not recommended for housing resources based on the results of the Housing Triage Tool will be offered other services, such as diversion, short-term/emergency housing, or referral to other community supports. Households not interested in the programs identified through the Housing Triage Tool as the appropriate level of support for them may also be offered other resources.

CEA participating programs will make enrollment decisions based on standardized eligibility criteria determined by program funding. No client may be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use. Exceptions include instances when the project's primary funder requires the exclusion or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to clients with a specific set of attributes or characteristics. Funders restricting access to projects based on specific client attributes or characteristics will need to provide documentation to the Coordinating Entity providing a justification for their eligibility policy.

Non-Discrimination Requirements

The *Coordinating Entity* takes all necessary steps to ensure that CEA is administered in accordance with the Fair Housing Act by promoting housing that is accessible to and usable by persons with disabilities. CEA complies with the non-discrimination requirements of the Fair Housing Act, which prohibits discrimination in all housing transactions on the basis of race, national origin, sex, color, religion, disability status and familial status. This also includes protection from housing discrimination based on source of income. Additional protected classes under state law include sexual orientation (including gender identity), marital status, military discharge status, age (40+). Agencies cannot preference any protected class unless allowed by statute/regulation, or written waiver from their funding or regulatory body (i.e. U.S. Department of Housing and Urban Development).

All Partner Agencies take full accountability for complying with Fair Housing and all other funding and program requirements. Contracts require the Partner Agencies to use CEA in a consistent manner with the statutes and regulations that govern their housing programs.

The *Coordinating Entity* maintains the CEA Housing Inventory that outlines any funding contract that requires or allows a specific subpopulation of persons to be served. As a result CEA may allow filtered searches for subpopulations while preventing discrimination *against* protected classes.

The Civil Rights and Fair Housing Laws and Requirements are outlines in Appendix C.

Conflicts of Interest

In the event that a conflict of interest occurs between a household and CEA staff, RAP staff, or housing provider, the staff must inform their supervisor, who will assign another staff to work with the household as appropriate.

Governance

Coordinating Entity

King County DCHS is the *Coordinating Entity* that manages CEA. The Coordinating Entity is responsible for:

- Creating and widely disseminating materials regarding services available through CEA and how to access those services;
- Designing and delivering training at least annually to all key stakeholder organizations, including but not limited to the required training for Regional Access Points*;*
- Ensuring that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Managing case conferences to review and resolve program denials, participant refusals, and flag review of vulnerability score in compliance with the protocols described in CEA Operations Manual;
- Managing an eligibility determination appeals process in compliance with the protocols described in CEA Operations Manual;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency in order to remain accountable to clients, referral sources, and homeless service providers throughout the coordinated access process;
- Making periodic adjustments to the CEA as determined necessary;
- Updating policies and procedures.

Policy Advisory Committee

The CEA Policy Advisory Group will meet on a monthly basis and is responsible for:

- Understanding the daily operations of CEA;
- Works with Coordinating Entity to develop alternate options or elevate an issue;
- Approving policy and procedure recommendations from the Coordinated Entity to improve the efficiency and effectiveness of CEA;
- Providing accountability to the Coordinating Entity;
- Advises the Coordinated Entity based on CEA performance data including the 120 day review and stakeholder input; and
- Providing vision and overarching structure recommendations to the All Home Coordinating Board and assures approved solutions to moving forward.

The CEA Policy Advisory Committee will include the following seats:

- All Home
- Veteran's Affairs
- King County
- A City of Seattle / Office of Housing
- Suburban Cities
- KCHA
- UWKC
- Access / Navigation Provider

- Access / Navigation Provider
- Housing Provider
- Housing Provider
- RAP Provider

All Home Coordinating Board

All Home is the Seattle/King County Continuum of Care (CoC) and is the local homeless housing task force. All Home is responsible for identifying needs of households experiencing homelessness, planning for resources to end homelessness, and guide system improvement work.

The All Home Coordinating Board determines how homeless housing is prioritized and accessed in the Seattle / King County CoC. The Coordinating Board will receive recommendations from the Coordinated Entry for All Policy Advisory Committee.

Stakeholder Input

Existing groups coordinated by All Home, including Affinity Groups, System Performance Committee, and the All Population Stakeholder Forum, will review data and provide feedback for CEA.

People fleeing domestic violence, dating violence, sexual assault, or staking

CEA appropriately addresses the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking.

When a homeless household is identified by CEA to be in need of domestic violence services, that household is referred to the domestic violence hotline immediately. If the household does not wish to seek DV specific services, the household will have full access to the *CEA,* in accordance with all protocols described in this manual.

If the DV helpline determines that the household seeking DV specific services is either not eligible for or cannot be accommodated by the DV specific system, the helpline will refer the client to a RAP for assessment and referral in accordance with all protocols described in this manual.

Referrals to Homelessness Prevention Services

All services that can support a household to prevent an episode of homelessness are accessible through 211. Some of the services include:

The Family Homeless Prevention Initiative (YFHPI) , which is a client-centered approach for youth and families at imminent risk of homeless that couples progressive engagement case management with flexible financial assistance to immediately address the issue placing the household at imminent risk. The YFHPI Providers can be found on the [Homeless](#) and Housing Programs website.

Continuous Improvement

The CEA process will be evaluated and reported on quarterly to ensure it is operating effectively. Evaluation efforts will be led by the King County Performance Measurement and Evaluation (PME) Unit, with guidance from the All Home System Performance Committee. An evaluation framework is provided in the Appendix.

The quarterly CEA 120 Day review data will be shared with the All Home System Performance Committee and at the monthly All Home Stakeholder Forum where stakeholder feedback and recommendations for adjustments to the design of CEA will be gathered. Through this process funders, providers, and people experiencing homelessness are able to provide input on the efficiency and effectiveness of CEA.

In addition, an annual survey to gather feedback on CEA is completed.

Once participating project and project participants have provided input, the CEA Policy Advisory Group will review the recommendations and propose policy and procedure changes that will improve the efficiency and effectiveness of CEA to the All Home Coordinating Board for approval.

Glossary of Terms

Affordable Housing- Non-time limited housing that is available to households with incomes less than 30%, 50% or 80% of area median income (AMI), also sometimes known as workforce housing. Housing projects may receive tax credits or other incentives in exchange for agreeing to set aside a certain number of units in the development for households with total incomes less than a particular percentage of AMI. Households must meet income requirements to be eligible for the units. Affordable housing may or may not have a rental subsidy.

CEA (Coordinated Entry for All) – The process where any eligible household can complete an assessment to be considered for homelessness assistance through King County.

CEA Participating Programs – Any program that is required by its funding source to participate in coordinated entry, or has opted into the system to receive its referrals through coordinated entry.

Community Outreach Teams – Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.

Community Queue – the list of eligible households for resources in CEA.

Coordinating Entity – Refers to King County; the entity that manages the CEA system.

Eligible Household - CEA serves all young adults, families, veterans, and single adults who are literally homeless according to the category 1 HUD definition of homelessness or fleeing/attempting to flee domestic violence, and single young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See "Eligibility" section for details.

Emergency Shelter- temporary shelter from the elements and unsafe streets for homeless individuals and families. Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing. Emergency Shelters are indoors, and range from mats on the floor in a common space to beds in individual units. Some shelters are overnight only, while others operate 24/7.

ESG (Emergency Shelter Grant) – Grants from HUD that support homelessness prevention, emergency shelter, and related services.

Family – An individual or couple who is pregnant or parenting

F-SPDAT (Family Service Prioritization Decision Assistance Tool) – A tool developed and owned by OrgCode is utilized for pregnant or parenting households to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability.

GPD (Grant Per Diem) – Funding offered through the VA to community agencies that provide supportive services and/or housing for homeless Veterans.

HMIS (Homeless Management Information System) – a web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care (CoC) jurisdiction, as mandated by HUD.

HOPWA (Housing Opportunities for Persons With AIDS) – A Federal program dedicated to the housing needs of people living with HIV/AIDS.

Housing Assessors – Staff based at Regional Access Points and other identified individuals who administer the assessment tool with individuals and families who are eligible for Coordinated Entry for All.

Housing Navigators – Staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.

HUD (The United States Department of Housing and Urban Development) – HUD requires Continuums of Care to establish a *Centralized or Coordinated Assessment System* where households experiencing homelessness are assessed and referred

Mobile Assessment – Housing assessments completed by an Outreach Team with households who are unable to visit a physical Regional Access Point location.

Permanent Supportive Housing- Permanent housing for a household that is homeless on entry, and has a condition or disability, such as mental illness, substance abuse, chronic health issues, or other conditions that create multiple and serious ongoing barriers to housing stability. Households have a long-term high level of service needs in order to meet the obligations of tenancy and maintain their housing. Tenants have access to a flexible array of comprehensive services, mostly on site, such as medical and wellness, mental health, substance abuse, vocational/employment, and life skills. Services are available and encouraged but are not to be required as a condition of tenancy.

Permanent Housing with Supports (i.e. other permanent housing) - Permanent housing for homeless households with a high to medium level of service needs. Services are needed in order for the homeless household to maintain housing stability and services are individualized and targeted based on the housing stability plan. Programs and services may be available on or off-site and the tenant holds a rental agreement.

RRH (Rapid Re-Housing) – A type of housing assistance that provides housing identification, move-in and rental assistance, and/or case management.

RAP (Regional Access Point) – Regional Access Points provide housing assessments and referrals to community resources. They are located in five sites across King County. Housing assessors and navigators are based at these sites.

SSVF (Supportive Services for Veteran Families) – Rapid Rehousing assistance for veterans, including single individuals and families.

Subsidized Housing- Non-time limited housing that is supported by a rental subsidy. Generally, the tenant pays a portion of their monthly income towards rent and utilities, and the other portion of the rent is paid by the subsidy, up to a defined reasonable amount

TAY-VI-SPDAT (Transition-Aged Youth Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single young adults between 18-24, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing Interventions, the TAY-VI-SPDAT allows for prioritization based on presence of vulnerability.

Transitional Housing- A time-limited intervention intended to provide assistance to households who need more intensive or deeper levels of support services to attain permanent housing. Services continue to emphasize housing attainment through a housing-focused assessment and housing stability planning, which includes working with each household to identify resources in the community, to make referrals as needed, and to support on-going family and housing stability.

VA – The Department of Veteran Affairs; provides resources, including housing, for individuals and families who are veterans

VASH (Veterans Administration Housing Support) – The HUD-VASH program combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services provided by the VA.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.

YA (Young Adult) – An individual who is 18-24 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

Policies

Title: Program Inventory Maintenance	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

The Housing Inventory and Screening Tool must remain up to date in order for CEA to support a smooth and appropriate referral for eligible households to housing. Each agency has submitted eligibility information and a program description for their housing programs. Programs are required to adhere to the agreed upon criteria.

Policy

Housing Providers must notify the CEA System Manager of any contractual changes to housing programs that impacts program eligibility and referrals through CEA. This may include: starting, adding to, or closing housing programs, a change in the service delivery model, adjustments to program eligibility requirements, pertinent policy change, etc.

Procedures

1. The person identified as the Agency Lead is responsible for updating the Housing Inventory and Screening Tool and should email to the CEA System Manager to notify them of a change and request that the Housing Inventory be updated.

    - Please provide the following information with the request for a change to the Inventory.
        - Name of Program
        - Requested change
        - Reason for change
        - Effective date of change

    - An email response will be sent within 48 hours to either confirm that the change has been made to the Inventory or requesting further information.

2. If the Coordinating Entity would like to change any language on the Housing Inventory and Screening Tool a similar email will be sent to the Agency Lead.

Change in Agency Lead

If the Agency Lead responsible for updating the program inventory needs to change, please email the CEA System Manager at cea@kingcounty.gov with the subject: "Program Inventory Maintenance".

Title: Exceptions to Participation	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

The expectation is for programs to participate in CEA. Requests for exception from CEA are sent to the Coordinating Entity. The Coordinating Entity will bring any request to the CEA Funder Group for review.

Title: Housing Triage Tool Disability Accommodation	Date Approved: 3/9/2017
Related Documents: Request for CEA Housing Triage Tool Disability Accommodation	

Rationale

This is a process designed specifically for households with a developmental disability and/or behavioral health need whose disabilities make them unable to participate in the process to consent and then complete the CEA Assessment.

Policy

A housing assessment disability accommodation is an adjustment to the process that allows a person with a disability to complete the CEA housing assessment process, be referred to the CEA Community Queue, and then receive a housing referral based on prioritization.

1. A Housing Assessor must make at least three in-person attempts to complete the Homeless Management Information System (HMIS) Client Consent form and the CEA Housing Triage Tool following the usual protocol.

2. Once it is determined that as a result of their disability the household will not be able to complete the HMIS Client Consent Form and/or the CEA Housing Triage Tool, then the Housing Assessor should follow the consent refused procedure to enter the household into Clarity. This procedure is outlined in the CEA Housing Assessor Manual and the King County HMIS User Manual.

3. The Housing Assessment Disability Accommodation Form must be completed and uploaded into Clarity into the client's profile under the "files" tab.

   A Housing Assessor must start to complete the Housing Triage Tool in Clarity. They are required to complete the household's demographics (DOB, age of children, etc.), the administrative section, initial/acknowledge that the HMIS Consent Form has been completed, and flag the assessment for review.

4. Housing Assessors must then provide the following information in the flag review section.

   a. Which VI-SPDAT question/s need review because the current answer does not reflect their knowledge of the household's circumstances or history , and
   b. Detailed yet concise information that proves the need for a changed response to the question.
   Note: If a document is uploaded as part of proving need, the Housing Assessor must still provide detailed responses as outlined above.

NOTE: If there is no information provided by the Housing Assessor relevant to why a household's assessment and VI-SPDAT questions should be reviewed then the case will not be discussed.

Title: Flag Review	Date Approved: 12/04/2016
Related Documents: Not Applicable	

Rationale

To provide a safety net for individuals where the Housing Assessment tool did not accurately reflect the household's vulnerability or where special circumstances are present that result in additional vulnerabilities that are not represented on Housing Assessment tool. **This is not a side door to the process to prioritize households for a housing referral through CEA.**

Policy

Housing Assessors will have to demonstrate professional judgment in this process. Those that repeatedly refer a large percentage of individuals needing assessment score review may be subject to additional training and/or other measures.

The Flag Review Panel, made up of the CEA Referral Specialists, will periodically review assessments for households who are unable or unwilling to complete a VI-SPDAT assessment or those assessments that were flagged by a Housing Assessor as not capturing an accurate vulnerability score.

Procedures

1. A Housing Assessor notes in Clarity that an Flag Review is needed and a household meets on of the following criteria:

    A. A severe medical condition is present that meets one of the following criteria:
        a. Requires a medical device that is used to cure or treat disease that needs electricity to operate.
        b. Medical treatment that requires portable oxygen
        c. Terminal illness
        d. History of Frostbite, Hypothermia, or Immersion Foot
        e. A member of the household is receiving treatment for a life threatening condition
        f. A life threatening medical event has occurred in the last 30 days

    B. A severe behavioral health condition that presents barriers to daily functioning and housing that were not captured in the assessment. This includes individuals who are unable to complete the VI-SPDAT due to mental health or another concern. **It should be noted that a signed Release of Information is still needed to complete this process**.

    C. Evidence of self-neglect. Observation by the Housing Assessor/case manager/outreach worker is sufficient to meet this condition.

    D. Deaf and/or blind

2. Housing Assessors must provide the following information.

    A. Which VI-SPDAT question/s need review because the current answer does not reflect their knowledge of the household's circumstances or history , and

B. Provide the information, and documentation, that proves the need for a changed response to the question.

NOTE: If there is no information provided by the Housing Assessor relevant to why a household's assessment and VI-SPDAT questions should be reviewed then the case will not be discussed.

3. The only guarantee related to the review panel process is that the individual will receive a review. Not all cases will result in a VI-SPDAT score change. In some instances, the review panel may determine that the initial score and position on the community queue is correct. In other situations, the flag review panel may determine that a higher score is warranted.

Title: Prioritization	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

The Seattle/ King County CoC has limited housing resources available for people experiencing homelessness, and therefore must prioritize access to the resources.

Policy

Based on All Home's Coordinating Boards decision, CEA helps refer people experiencing homelessness to housing based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely and consistent manner. Housing prioritization is implemented using a 'Banding Order' using the CEA Triage Tool. Banding levels are associated with different types of levels of support of resources.

Procedure

1. Using Banding Order, households' CEA Triage Tool scores are associated with a band of housing resources ("High", "Medium", or "Low"). Households are prioritized for housing referrals based on their CEA Triage Tool score within their corresponding band. If multiple resources identified for households in the band are available they are given options within their choices in the band.

CEA Band	Family VI-SPDAT	TAY VI-SPDAT (for young adults)	VI-SPDAT (for single adults)	Housing Type/Rationale
High	11-22	8-17	8-17	Permanent-Supportive Housing (PSH)
				Other Permanent Housing with case management and access to behavioral health.
				Rapid Rehousing
				Transitional Housing Programs with case management and access to behavioral health supports. *For young adult housing programs this includes 24/7 staffing*
Medium	4-10	4-7	4-7	Transitional Housing with limited staffing and no on site case management or behavior health supports. May include scattered site programs.
				Permanent Housing (not PSH) Rental assistance and case management
				Rapid Rehousing
Low	0-3	0-3	0-3	No long-term housing intervention (emergency shelter)
				Diversion

Title: Tiebreaker	Date Approved: 5/25/2016
Related Documents: CEA Housing Assessment	

Rationale

Households with the same score may be eligible for the same resources in CEA. Tiebreakers are implemented in order to determine the next person who will be contacted for available resources to make a referral.

1. Highest vulnerability score

   - CEA will start with the highest VI-SPDAT score and work down in order of score.

2. Length of time homeless
   - *How long has it been since you lived in permanent stable housing?*

3. *Length of time since assessment*
   - *How long has it been since the household was referred to the community queue*

Title: Housing Referral	Date Approved: 5/25/2016
Related Documents: Not applicable.	

Rationale

CEA refers eligible households based on pre-established referral policy to identify the next eligible household for an open unit.

Policy

Given limited resources, referral specialists will follow the Referral Policy to identify the next eligible household for an open unit in CEA. When a household is identified as the next eligible based on assessment score and tiebreakers, then a referral is made to a housing program based on:

- a) Appropriate / Best Match - Unit eligibility and available services are right fit to client need
- b) Client choice
- A. Client availability (document ready / nearly ready to move in so as to reduce vacancy times)

Assessor Flag may supersede this policy, as determined by the Flag Review team

Procedures

1. All referrals take place within the vulnerability band that corresponds with the households' score.
2. Referrals are prioritized from the Community Queue in the following order:
   1. Highest score- vulnerability
   2. Tiebreakers
3. When a housing provider receives a referral, the status if the referral will show in Clarity as "pending". The housing provider needs to acknowledge they have received the referral and plan to contact the household by switching the status of the referral to "pending in process".

4. The housing provider should make initial contact with the household within 24 hours of receiving the referral trying all contact information listed in Clarity. The housing provider should at minimum make two unique attempts to reach the household within 48 hours before denying the referral. Households with higher vulnerability scores may be more difficult to reach. Housing providers can continue to attempt to reach a household past 48 hours to accommodate any barriers the household may have.

5. Households are expected to return call/email/etc. within 48 hours, to set the interview appointment.

6. Once a household is accepted to a program, they should schedule a move-in date with the housing provider.

Title: Family Shelter Referrals	Date Approved: 5/11/2017
Related Documents: CEA Triage Tool	

Rationale
Given limited resources, referrals to family shelter programs follow this policy to prioritize those who are believed to be most at risk while homeless. Family shelter programs are the only shelters that participate through CEA.

Policy
- o Referral Specialists will identify the next eligible household for referral through use of the CEA Triage Tool.
- o Family shelter resources will be prioritized to serve all unsheltered families with pregnant women or children under the age of one.
- o We will refer families in order of vulnerability; referring the families with the highest VI-SPDAT score first.

Young adult and single adult shelters do not participate through CEA.
Young adult and single adult shelters are accessed outside of the system.

Title: New Housing Program Lease Up	Date Approved: 10/21/2016
Related Documents: Not Applicable.	

Rationale

Lease Up is a critical time for new housing programs and usually involves a number of agencies including the homeless services provider and asset manager. It is important for all partners to be consistent in their understanding of the lease up requirements and have agreements in place before lease up begins to ensure a smooth process and occupancy rates are not impacted .

Policy

Housing Providers must notify the CEA System Manager of an upcoming lease up process.

Procedures

1. The Agency Lead is responsible for notifying the CEA System Manager about a lease up and scheduling a time for all parties to meet and establish a plan for an upcoming lease up process.
2. The agency lead should notify the CEA System Manager a minimum of 90 days in advance.

   - Meeting participants should include all parties involved in the lease up process. For example:
     o Property Manager
     o Service Provider
     o CEA System Manager

3. At this lease up meeting participants should agree to the timeline for CEA Referrals, number of referrals provided, eligibility criteria, screening criteria, and ongoing lease up meetings.

Title: Agency Denials	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

CEA promotes access for all eligible households in need of housing by overseeing an objective referral process in which all eligible households are treated in a consistent manner.

Policy

A housing provider can deny a referral that is ineligible for the program based on program eligibility requirements with CEA and program funder(s). Any denial must be documented in the database by updating the Program Status. CEA may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral.

Housing providers are responsible for assuring that a household meets the contractually required eligibility requirements for their program.

Procedures

1. Housing providers must accept a household who is referred and meets established eligibility criteria.
2. The housing provider must enter the denial in the Clarity database according to the program status definitions and include details regarding the reason for denial in the notes section.
    Program Status Definitions
    a. *Client did not call or show up* – the housing provider is unable to reach the household for at least 48 hours and has attempted to reach them through any of the identified means
    b. *Lack of Eligibility* – a referral was made based on the household's apparent eligibility, but due to overlooked or undisclosed information, the household is not eligible for the program. [ie. additional information was disclosed/discovered impacting program eligibility]
    c. *Full capacity*- the housing program is at full capacity and does not have an available resource for the referral that was sent.
    d. *Client out of jurisdiction*- a referral was made and the housing provider discovered that the household is no longer in King County.
    e. *Client refused services*- a referral was made and a household refused the available resources after speaking with the housing provider and learning more about the program.
    f. *Disagreement with rules*-the household previously resided in the housing program they were referred to re-enrollment in the program would result in a significant health and safety risk.
    g. *Self-resolved*- household has found permanent housing outside of the CEA system.
    h. *Falsification of documents*-household falsified documents such as a housing application, failing to disclose information that makes them ineligible for the program.
    i. *Otherwise Denied* – the program is denying the person/family for some other reason not described above

3. The housing provider must inform the household of the reason for denial.
4. CEA staff may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral. If a referral is returned outside of agreed upon eligibility requirements, CEA will not provide another referral to the housing provider until the current referral issue is resolved with funders and program staff.
    a. If funders determine a denial was appropriate, CEA will provide a new referral for the unit.
    b. If funders determine a denial was inappropriate, the housing provider must proceed with accepting the original referral or file a formal grievance with the funding entity. CEA will not provide a new referral until resolution has been reached.

Title: Household Refusal	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

Coordinated Entry for All (CEA) values client choice in the housing process. CEA also strives to maintain low vacancy rates for the variety of housing programs available. In an effort to balance these values, the Refusal Policy, while flexible, has specific constraints to maintain the CEA system.

Policy

Eligible households are not limited in the number of resources they can refuse, but will not be considered for a program that is outside of their vulnerability band.

CEA will document refusals in order to better understand why eligible households refuse resources and identify changes that would support the needs of our community.

Procedures

Refusal Prior to housing referral
1. When contacted by the CEA Referral Specialist, the household can refuse the resource without it impacting their status in the community queue.
2. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.

Refusal post housing referral
3. If the household has already received a referral to the housing program and determines that they do not want to proceed with the referral at any point in the process, they can notify the program and/or CEA.
4. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.
5.

   Upon each refusal, the referral specialist thoroughly explains types of programs the household is eligible for to affirm that the household is interested in the resources they may be offered in the future. The household may change their decision at any time and may call CEA to update their preferences, though a referral to the resource may or may not still be available at that time. The household will be returned to the community queue.

Title: Mobility Request	Date Approved: 5/25/2016
Related Documents: Mobility Request	

Rationale

Coordinated Entry for All (CEA) promotes housing stability for households and recognizes that circumstances arise which may require an adjustment in a current housing situation.

Policy

Eligible households are prioritized for transfer to another housing program if they experience an imminent safety issue, require a geographic change, have a change in service need, are aging out of their current program with no other housing options, or if their family size changes.

Procedures:

1. The housing provider must send the completed Mobility Request form to the CEA System Manager, documenting the reason for mobility. The household also needs to have a completed CEA Housing Triage Tool assessment entered into Clarity. If the household is assessed and scores 0-3, the mobility request will not be approved.
   Reasons for mobility:
   a. IMMINENT SAFETY ISSUE – An imminent safety issue that cannot be resolved through safety planning within the current placement. A household should contact 911 if they feel they are unsafe. CEA will not approve a mobility request for safety if there is a sever safety risk that could endanger those in the new program. Safety issues related to domestic violence should be referred to domestic violence resources.
      i. Example: An individual who is not the aggressor has a conflict with another resident and the placement is no longer safe
   b. GEOGRAPHIC CHANGE – Must directly correlate to a higher likelihood of success in housing than the current placement.
      i. Example: An individual living in Seattle enrolls in Green River Community College
   c. CHANGE IN SERVICE NEED – An increase or decrease in the level of supportive services is needed.
      i. Example: An individual no longer needs intensive chemical dependency support
   d. EXITING PROGRAM DUE TO AGE LIMITS WITHOUT A SAFE PLACE TO GO – Timing out of program without another safe housing option lined up.
      i. Example: A young family is aging out of transitional housing and will return to the streets upon exit; a youth is aging out of an under 18 program with no housing identified
   e. CHANGE IN FAMILY SIZE – Change in custody arrangement, resident is pregnant, etc.
      i. Example: A single adult is able to reunify with their children and requires family housing.

2. CEA staff will follow-up within one business day when there is a safety issue, and within three business days when the mobility request does not involve a safety issue. CEA staff will facilitate conversations with the household and housing provider to understand both perspectives of the mobility request, and ensure the household wants to transfer programs.
3. CEA staff will make a determination regarding eligibility for mobility and inform the housing provider and eligible household within three business days (one business day if an imminent safety issue exists). CEA staff may also contact funders to understand implications of a transfer for program funding.
4. CEA staff will update necessary information in the database regarding the mobility request. Upon approval for mobility, the eligible household will be reactivated in the community queue and will be prioritized for the next referral within their corresponding band, regardless of where their score falls within that band. The eligible household will be contacted by a referral specialist when the next appropriate housing resource is available. The housing resource will be reserved for a two hour period. After that time, CEA cannot guarantee that the unit will still be available.
   a. Households who have been approved for mobility for safety reasons will be prioritized within mobility requests, followed by households losing their housing first.
   b. CEA staff will work with the household and housing provider to develop a housing plan until a referral is available. The housing provider will be asked to continue to provide housing until another placement is secured, if this is a safe and viable option.
   c. If a household turns down more than one housing resource, the mobility request will be returned to the housing provider and will no longer be approved.
   d. If denied for mobility through CEA, the housing situation will be determined between the housing provider and the household.

Title: Reasonable Accommodations	Date Approved: 10/21/2016
Related Documents: Not Applicable	

Rationale

The Fair Housing Act prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, familial status, and disability. One type of disability discrimination prohibited by the Act is the refusal to make reasonable accommodations in rules, policies, practices, or services when such accommodations may be necessary to afford a person with a disability the equal opportunity to use and enjoy a dwelling.

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy housing, including public and common use areas. Examples of reasonable accommodations provided by rental management include:

- providing rental forms in large print
- providing a reserved accessible parking space near a dwelling
- allowing a service animal in a "no pets" building
- granting a move to the ground floor when someone can no longer climb stairs
- offer to move a resident to a different (more accessible) unit instead of allowing a modification in the person's current unit (but cannot insist that the person moves)
    - If a housing provider can accommodate someone's needs by moving them to another housing unit, the housing provider has permission to move the resident within their own housing portfolio. The housing provider is expected to post the housing unit the resident moves out of as an open unit for the CEA system to fill.

Policy

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy housing, including public and common use areas.

1. An applicant or resident with a disability that needs either a reasonable accommodation or a reasonable modification, or both, in order to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces should submit requests to the housing program / agency where they currently live.

2. Any reasonable accommodation requests received by CEA will be redirected back to the housing program to follow policies and procedures of that organization.

3. If the housing program / agency is unable to meet the reasonable accommodation request the program may submit a mobility request to CEA. See mobility request policy.

Fair Housing Grievance – Grievances about a participating program's efforts to act in response to a reasonable accommodation request or discriminatory impact:

a. Contact the Seattle office of Civil Rights ; more information is available at
    http://www.seattle.gov/civilrights/
b. Contact the King County office of Civil Rights; more information is available at
    http://www.kingcounty.gov/exec/CivilRights.aspx
c. Washington State Human Rights Commission, more information is available at
    http://www.kingcounty.gov/exec/CivilRights.aspx

Title: External Fill	Date Approved: 06/08/17
Related Documents: External Fill Verification	

Rationale

The External Fill Policy allows a housing provider to fill available housing units external of a CEA referral when CEA is unable to identify an eligible household. This policy is intended to be the last effort to ensure CEA is making the best use of available housing resources. Communication during an external fill request allows CEA and housing providers to work together to understand challenges of the CEA referral process and support continuous system improvement.

Policy

External fills are used as an emergency tool after CEA staff and housing providers have made every attempt to prioritize and house the eligible households through CEA. CEA will offer a unit for external fill when an eligible household cannot be identified from the community queue for referral after 5 days.

Procedures

1. CEA makes referrals according to established referral and prioritization policies. When CEA is unable to identify a household for an available unit, CEA will release the unit to the housing provider to fill externally of CEA.
2. The unit may not be filled until CEA offers the unit for an external fill.
   A. Housing providers are encouraged to post the unit broadly, including with partner agencies, to obtain appropriate and immediate referrals.
3. The open unit should remain posted in Clarity. The CEA Referral Specialists will update the existing posting to designate that the unit was approved for an external fill.
4. When a household has been identified to move into the available unit, the housing provider will email the Notification of External Fill form to the CEA team at cea@kingcounty.gov.
5. A CEA Referral Specialist will refer the identified household to the available unit in Clarity. This will allow the housing history to be captured in the household's profile and will remove the available unit posting from Clarity.
6. The housing provider will enroll the household into their program.
   .

Title: Family Shelter After- Hours External Fills	Date Approved: 5/11/2017
Related Documents: External Fill Verification	

Rationale

Coordinated Entry for All (CEA) values opportunities for families in crisis to access emergency housing resources as soon as they become available. It is essential that all measures are taken to prevent any shelter opening from being unused. This policy will allow congregate shelters with prior approval from CEA, to have the ability to fill any available shelter beds for that night externally within their own system **only after** business hours (Monday – Friday 8am- 5pm), weekends, and holidays.

Policy

When a family shelter has an available, the shelter will post the resource in Clarity as soon as they are aware of the opening. If CEA is unable to send a referral for that opening by the end of the business day, and only if that space will be unused prior to the next business day, the shelter will be granted permission to fill that specific unit/bed outside of the CEA process (externally fill) within their own system. The program must follow the established procedure below for each unique opening. Permission to fill that specific unit/bed does not provide a waiver for future openings.

Procedures

It is the responsibility of the program to meet all applicable funding and contractual requirements related to eligibility.

1. When a e shelter has an opening (designated space) for a family, the provider is to enter the resource into Clarity as soon as they are aware of the opening.

2. The CEA Referral Specialists will attempt to find an eligible/ interested family for that opening either the same day as posted, or the next business day if posted after business hours or a non-business day.

3. If CEA is unable to send a referral for the available unit by the end of the business day (5pm), the staff will document the resource number and why it was not filled within the business hours, including how many families had been attempted to be reached.

4. CEA will notify the shelter provider to let them know that they may do an external fill for that particular resource and document the date of the exception. The external fill email should specifically indicate the approval is for After Business Hour fill.

5. The shelter can then fill the resource externally, if able to, before the next business day.

External Fill Requirements

1. Shelter staff is to delete the opening in the Clarity immediately.

2. When the shelter staff cannot delete the approved shelter opening from the Clarity, the staff notifies the CEA Referral Specialists via e-mail at cea@kingcounty.gov (no later than 7:00 a.m. the next day)

3. When the opening is occupied, the housing provider will ask the family to sign the HMIS Release of Information for CEA and return that along with the External Fill form to CEA.

4. If a family inquires about homeless housing resources or shelter, the housing provider will refer the family to 2-1-1 to connect to CEA or will conduct the CEA Housing Triage Tool if community based assessors are employed by that agency.

5. The above process will be repeated daily for any unfilled openings.

If congregate shelter staff are unable to fill the opening(s) prior to the next business day

1. The unit is to be left as available in the database and CEA Referral Specialists will be given another day to fill unit/bed(s).

2. If the unit/bed(s) is not filled by CEA staff by that next business day, the process will be repeated until the unit/bed(s) is filled.

Title: Inactive Households	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

To ensure the community queue reflects the most current information regarding eligible households who are in need of housing, eligible households may be made inactive if they cannot be reached by CEA.

Policy

Eligible households are made inactive after they have been contacted for two (2) unique attempts to make a housing referral with no response from the household. If a household is made inactive and later reestablished contact with CEA and are still eligible for CEA, they will be given the opportunity to make updates to their assessment and be referred to the community queue again.

Procedures

1. Each contact attempt is recorded in Clarity.
2. Eligible households should be contacted for resources no sooner than one week of the prior attempt.
3. The household will be removed from the community queue after two unique attempts for housing referrals without contact.

Title: Grievance Policy	Date Approved: 5/25/2016
Related Documents: Grievance Policy Description for Clients	

Rationale
Client concerns and grievances should be resolved promptly and fairly, in the most informal and appropriate manner. Agencies should inform clients of the following process for filing a grievance. Clients will be free from Agency interference, coercion or reprisal should they choose to file a complaint.

Policy
CEA will respond to grievances in the following manner, depending on the nature of the concern or grievance.

A. **Housing Program Grievance** – Grievances about experience(s) with homeless housing programs will be redirected back to the program to follow grievance policies and procedures of that organization. Agencies should maintain internal documentation of all complaints received. This information should not be sent to CEA unless requested, either by the client or by CEA. The foregoing procedures are in addition to, and not in lieu of, the anti-discrimination policies of Seattle/King County Continuum of Care.

   If you are not satisfied with the housing program's response to your grievance, contact King County Coordinated Entry for All to request that CEA review the grievance, and if needed, schedule a grievance hearing. You may make your request by telephone or in writing.

B. **Fair Housing Grievance** – Grievances about a participating program's screening or program participation practices which appear to have a discriminatory impact:

   1. Contact the Seattle office of Civil Rights ; more information is available at
      http://www.seattle.gov/civilrights/
   2. Contact the King County office of Civil Rights; more information is available at
      http://www.kingcounty.gov/exec/CivilRights.aspx
   3. Washington State Human Rights Commission, more information is available at
      http://www.kingcounty.gov/exec/CivilRights.aspx

C. **Program Grievance** – Grievances about CEA policies and procedures should be sent to CEA following the procedures below. A grievance is an expression of dissatisfaction about any aspect of CEA service delivery. It is an informal process that can be initiated orally or in writing. Upon receipt of an informal complaint, reasonable assistance will be provided by the Agency staff involved and may include supervisory or administrative staff to help obtain a satisfactory resolution to the concern.

Procedures
1. Please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Suite 500, Seattle, WA 98104, or by email to cea@kingcounty.gov, or by calling the Coordinating Entity at 206-328-5796.

   For all grievance letters, please include:
   1. Your name
   2. The date
   3. Your contact information
   4. The best times and ways you can be reached
   5. An explanation of your concern/grievance
   6. What action you believe would solve the problem

7. Your signature

CEA will respond to your grievance in writing within 14 days. If you are not satisfied with CEA's response to your grievance, you can schedule a grievance hearing with King County.

Appendices

CEA Participating Family Programs

Agency	Family Program
Attain Housing	HAC
Attain Housing	Salisbury Court
Catholic Community Services	Alder Crest
Catholic Community Services	Katharine's Place Apartments
Catholic Community Services	Santa Teresita
Catholic Community Services	Rapid Rehousing for Families
Community Psychiatric Clinic	Sacred Heart
Compass Housing Alliance	Ronald Commons
El Centro de La Raza	Homeless Assistance Program
El Centro de La Raza	Transitional Housing Program Ferdinand/Shelton Houses
First Place School	Stabilization Housing Program
Friends of Youth	Supportive Housing
Friends of Youth	NG-Bothell
Friends of Youth	NG-Sandpoint
Friends of Youth	NG-Avondale Park
GD Association	Aridell Mitchell
Hopelink	Duvall Place
Hopelink	Heritage Park
Hopelink	Avondale Park Shelter
Hopelink	Avondale Park Transitional
Hopelink	Kenmore
Imagine Housing	Imagine Stability Program
Imagine Housing	IMA Francis Village
Imagine Housing	IMA Velocity Housing Stability Program
Kirkland Interfaith Transitions in Housing (KITH)	Peter Court Transitional Housing
Kent Youth and Family Services	Watson Manor
Low Income Housing Institute	Columbia Court Supportive Housing

CEA Agency	Family Program
Low Income Housing Institute	Martin Court Supportive Housing

CEA Participating Family Programs (cont.)

Agency	Family Program
Kirkland Interfaith Transitions in Housing (KITH)	Peter Court Transitional Housing
Low Income Housing Institute	Columbia Court Supportive Housing
Low Income Housing Institute	Martin Court Supportive Housing
Multi-service Center	Family Shelter
Multi-service Center	MSF Family Kent
Muslim Housing	Rental Assistance Case Management
Muslim Housing	City Transitional Housing
Mary's Place	Emergency Shelter
Neighborhood Hood	Working for Housing Stability
Refugee Women's Alliance	REW Refugee and Immigrant Rapid Re-Housing
Renton Ecumenical Association of Churches	Center of Hope Emergency Shelter
Solid Ground	Brettler Place
Solid Ground	Sandpoint Family Housing
Solid Ground	Journey Home
Solid Ground	Family Shelter
Sound Mental Health	Project Homestead
St. Stephen Housing Association	SSH Nike Manor
St. Stephen Housing Association	SSH City Park
Valley Cities Counseling and Consultation	Families First
Valley Cities Counseling and Consultation	Homeless Services Enhancement
Valley Cities Counseling and Consultation	Pathways First
Wellsprings	Intervention
Wellspring Family Services	Rapid Rehousing
YWCA	Auburn Shelter
YWCA	East Cherry Shelter
YWCA	Young Parent Program Willows Shelter
YWCA	Willows Emergency

Agency	Family Program
YMCA of Greater Seattle	Family Housing Program
YMCA of Greater Seattle	Enhanced Emergency Shelter for Women and Children

CEA Participating Family Programs (cont.)

Agency	Family Program
YWCA Seattle – King – Snohomish	Family Village Redmond
YWCA Seattle – King – Snohomish	Permanent Housing Stability
YWCA Seattle – King – Snohomish	Rapid Rehousing Stability Program
YWCA Seattle – King – Snohomish	Renton Emergency
YWCA Seattle – King – Snohomish	Auburn Transitional
YWCA Seattle – King – Snohomish	Family Village Issaquah
YWCA Seattle – King – Snohomish	Windemere Transitional Housing
YWCA Seattle – King – Snohomish	East Union TH

![King County logo]

CEA Participating Youth Programs

Agency	Youth Programs
Auburn Youth Resources	ACE
Auburn Youth Resources	Severson
Compass Housing	HomeStep/Self-Managed Housing Program
CPC	Cedar House
Friends of Youth	New Ground Totem Lake
Friends of Youth	Supportive Permanent Housing
Friends of Youth	Sea/King RRH for YYA-FOY
Friends of Youth	New Ground Kirkland
Navos	Independence Program
Therapeutic Health Services	Sea/King RRA for YA-THS
United Indians of All Tribes Foundation	Labateyah
Valley Cities	Phoenix Rising
YMCA	Bergan Place Apartments
YMCA	Home At Last
YMCA	West Seattle Shared Home
YMCA	McGrath Shared Home
YMCA	Bellevue Shared Home
YMCA	Shared Home-Central House
YMCA	YMCA Shared Home-Shoreline
YMCA	YMCA Shared Home-Auburn
YMCA	YAIT (Young Adults in Transition)
YMCA	Independent Youth Housing Program
YMCA	Sea/King for YA-YMCA
YouthCare	Catalyst
YouthCare	University Commons / Marion West
YouthCare	ISIS House
YouthCare	Home of Hope

Agency	Youth Programs
YouthCare	Open Doors Project
Youthcare	Passages
Youthcare	Sea/King RRA for YA-YC

CEA Participating Single Adult Programs

Agency	Single Adult Programs
Catholic Community Services	Dorothy Day House
Catholic Community Services	Rose of Lima
Catholic Community Services	Patrick Place Apartments
Catholic Community Services	Noel House
Catholic Housing Services	Ozanam-McKinney
Catholic Housing Services	Westlake
Community Psychiatric Clinic	Valor Apartments
Compass Housing Alliance	Compass on Dexter
Compass Housing Alliance	Nyer Urness
DESC	1811 Eastlake
DESC	Aurora House
DESC	Canaday House
DESC	Cottage Grove
DESC	Interbay
DESC	Kerner Scott Clean and Sober Housing
DESC	Rainier House
DESC	Evans House
DESC	Lyon Building
DESC	Union Hotel
DESC	Morrison
LIHI/Sound Mental Health	Gossett Place
LIHI/Sound Mental Health	McDermott Place
Low Income Housing Institute	Ernestine Anderson Apts
Plymouth Housing Group	Scargo
Plymouth Housing Group	Humphrey
Plymouth Housing Group	Lewiston
Plymouth Housing Group	Plymouth on Stewart

CEA Participating Single Adult Programs (Cont.)

Agency	Single Adult Programs
Plymouth Housing Group	St. Charles
Plymouth Housing Group	Plymouth of First Hill
Plymouth Housing Group	Pacific Hotel
Plymouth Housing Group	Simons
Plymouth Housing Group	Plymouth Place
Transitional Resources	Avalon Way
Valley Cities	Homeless Services Enhancement
Valley Cities	United Permanent Supported Housing
Valley Cities	VCC Landing

Metrics for 120 Day Review

King County will include the following metrics to be analyzed quarterly as approved by the Data and Evaluation Subcommittee:

RARE:
- Number of newly homeless
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score
    - By Regional Access Point
- Number of clients on the waitlist
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score

BRIEF:
- Time from assessment to housing
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score/housing type
    - May also consider assessment to program acceptance
- Number of clients skipped in referral process
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score
    - Reason for each

ONE-TIME
- Number and % of referrals to programs that result in a housing placement
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score
    - By program
- Refusals/denials
    - By Population Type
        - Young Adults, Families, Singles
    - By racial/ethnic group
    - By VI-SPDAT score
    - By program

Civil rights and fair housing laws and requirements

Recipients and sub recipients of CoC Program and ESG Program funded projects must comply with applicable civil rights and fair housing laws and requirements, including the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at 24 C.F.R. 5.105(a), including, but not limited to the following:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;

- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;

- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance; and

- Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

In addition, HUD's Equal Access Rule at 24 CFR 5.105(a)(2) prohibits discriminatory eligibility determinations in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity, or marital status, including any projects funded by the CoC Program, ESG Program, and HOPWA Program.

The CoC Program interim rule also contains a fair housing provision at 24 CFR 578.93. For ESG, see 24 CFR 576.407(a) and (b), and for HOPWA, see 24 CFR 574.603.

In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).

You have a right to file a grievance about Coordinated Entry for All.

A grievance is an expression of dissatisfaction about any part of Coordinated Entry for All service delivery. It can be made verbally or in writing.

If your grievance is about an assessment site or housing program, please contact a staff at that program to follow that organization's policies. If you are not satisfied with the housing program's response to your grievance, contact King County Coordinated Entry for All to request a review of your grievance.

If your grievance is about screening or program participation practices

If your grievance is about Coordinated Entry for All (CEA), please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Seattle, WA 98104 or call 206-477-7748.

      For all grievance letters, please include:
1. Your name
2. The date
3. Your contact information
4. The best times and ways you can be reached
5. An explanation of your concern/grievance
6. What action you believe would solve the problem
7. Your signature

CEA will respond to your grievance in writing within 14 days.

No retaliation, threats, or discrimination should occur from agency staff after you have made a complaint and we hope that you will contact the CEA System Manager if concerns about this arise

Mobility Request

<table>
<tr><td colspan="2" style="background:black"></td></tr>
<tr><td>Today's Date: Click here to enter a date.</td><td>Client Date of Birth: Click here to enter a date.</td></tr>
<tr><td>Client Name: Click here to enter text.</td><td>Client Preferred Name: Click here to enter text.</td></tr>
<tr><td>Clarity ID #: Click here to enter text.</td><td></td></tr>
<tr><td>Current Housing Program: Click here to enter text.</td><td>Month/Year Client Moved In: Click here to enter text.</td></tr>
<tr><td>Name of staff completing form: Click here to enter text.</td><td>Staff Contact Information: Click here to enter text.</td></tr>
</table>

Reason for Mobility Request: Click here to enter text.

Please complete the section below that corresponds with the reason for the request.
You do not need to complete all sections.

IMMINENT SAFETY ISSUE

1. Is a program transfer required to assure safety of the resident? Yes ☐ No ☐
2. Were safety concerns discussed with the resident at the time of intake? Yes ☐ No ☐
   Please explain: Click here to enter text.
3. What region is unsafe for the resident to live in? Click here to enter text.
4. Do the resident and housing provider agree a move is necessary for the resident's safety? Yes ☐ No ☐
5. If a transfer is achieved, are there ways to avoid a similar safety concern in the future? Yes ☐ No ☐
   Please explain: Click here to enter text.
6. Does the resident require a confidential housing resource? Yes ☐ No ☐
7. Is the resident able to remain in the current program until another resource is identified? Yes☒ No ☒
   If no, what other housing options have been identified until housing is available through coordinated entry? Click here to enter text.

GEOGRAPHIC CHANGE

1. Location or region requested: Click here to enter text.
2. Reason for requested change: Click here to enter text.
3. Have the resident and housing provider discussed how a geographic change may be necessary for a higher likelihood of success? Yes ☐ No ☐
4. Is this change a temporary or long-term solution for the resident's geographic needs? Please explain: Click here to enter text.
5. What other housing options have the resident and provider reviewed in the desired region? Click here to enter text.

CHANGE IN SERVICE NEED (INCREASE OR DECREASE)

1. Have the resident and housing provider discussed the change requested? Yes ☐ No ☐
2. Is the resident requesting an increased or decreased level of support? Increased ☐ Decreased ☐
3. How is the current level of support not meeting the resident's needs?
4. Was the resident's level of service need accurately captured during the initial housing assessment? Yes ☐ No ☐
   a. If no, what was inaccurate or omitted? Click here to enter text.
5. What other options have the resident and provider reviewed? Click here to enter text.
6. What options have been considered so the resident can maintain their current residence? Click here to enter text.
7. Did a specific incident initiate this request? Yes ☐ No ☐

   If yes, please explain: Click here to enter text.

EXITING DUE TO AGE RESTRICTIONS

1. Will the resident age out of the program within the next two months? Yes ☐ No ☐
   a. If yes, what is the date they must exit your program? Click here to enter a date.
2. What other housing options have the young adult and provider reviewed? Click here to enter text.

CHANGE IN FAMILY SIZE

1. Is the resident pregnant?
   a. What is their due date? Click here to enter a date.
2. Is the resident reuniting with their child(ren)? Yes ☐ No ☐
   a. What is the number of adults who will need housing? Click here to enter text.
   b. What is the number of children who will need housing? Click here to enter text.

Family Shelter After-Hours External Fill Verification

Agencies should use this form when granted an external fill by CEA.

Agency/Program Name	
Unit Name/Description	
Date Resource was Occupied	
Head of Household Name	
Head of Household DOB	
Clarity ID Number	

Has the household complete an assessment for CEA?
□ Yes   □ No   □ Not Sure

If no, what was the reason?
□ Household didn't know about CEA
□ Household was not eligible for CEA
□ Barriers for household to access a CEA assessment:

External Fill Verification

Agencies should use this form when granted an external fill by CEA.

Agency/Program Name	
Date Resource Available for Occupancy	
Date Notified by CEA System Manager to fill externally	
Date Resource was Occupied	
Unit Name/Description	
Head of Household Name	
Head of Household DOB	
Clarity ID Number	
Where was the household staying prior to coming to your program?	
How did the household get connected/referred to your program? (List referral source, if possible)	

Has the household completed an assessment for CEA?
□ Yes   □ No   □ Not Sure

If no, what was the reason?
□ Household didn't know about CEA
□ Household was not eligible for CEA
□ Barriers for household to access a CEA assessment:

This statement serves as a confirmation that the household that has been working with our agency is currently housed. I understand by providing this information the household's CEA profile will be made inactive. The information provided has been gathered from the household directly.

King County

_____   _____
Approving Staff's Name   Date

Disability Accommodation for the CEA Housing Triage Tool

A Disability Accommodation Request is used to place a household in the CEA community queue that was unable to participate in the HMIS Client Consent Form and the CEA Housing Triage Tool due to a disability. This accommodation should be used sparingly and must include evidence that at least three documented attempts have been made to complete the triage tool with the household. Please fill out this form entirely.

Please refer to the CEA Operations Manual for steps on how to complete and flag the assessment in HMIS.

Date:	
Person Completing Assessment/Agency	
Client Unique Identifier/ Name:	

Questions	Staff Responses
How many attempts have been made to offer this individual an assessment for CEA? When did these attempts occur?	
What are the barriers or disabilities this individual is experiencing?	
Why does the individual need this accommodation?	
Did the assessor enter the assessment in HMIS including knowledge of the household's circumstances for each question on the assessment that wasn't completed?	
What date was the assessment entered into HMIS?	

I certify that the information I have provided is accurate to the best of my knowledge.

Agency Contact Signature	Date
Print Name	Position Title
Phone Number	Email